Connect 4 Teachers

USER MANUAL

Welcome to Connect 4 Teachers, the world's most effective automated school-to-parent communication solution. Our fully hosted, web-based system allows teachers to send calls to student's parents with specific messages in 23 different languages.

This dramatic increase in parental communication capabilities will lead to a substantial increase in parental involvement, resulting in higher student performance, achievement, and success with your students.

Contents

Logging In

Navigating Connect 4 Teachers

Sending Messages to Individual Students

Sending Messages to Multiple Students

Sending Messages to your Class

Searching Messages

Hiding Student Phone Numbers

Hiding and Showing Messages

Call Scheduling

Languages

Teaching at Multiple Schools

Reporting

Help Center

My Account: Updating your Information and Password

Submit a Support Ticket

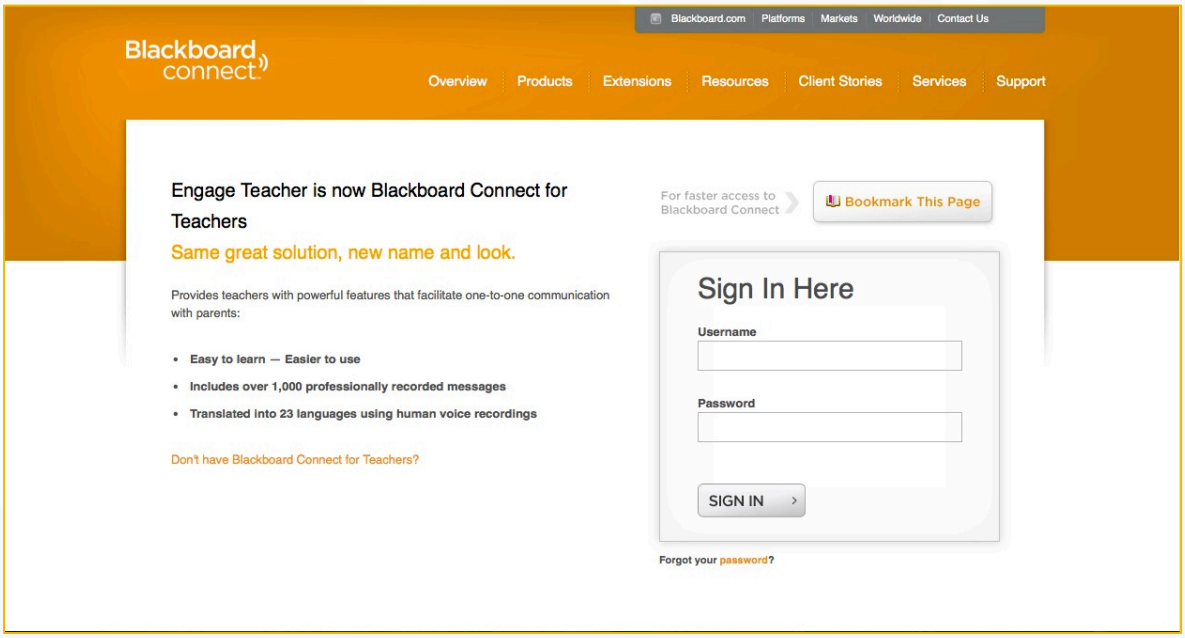
Contacting Client Care

Logging In

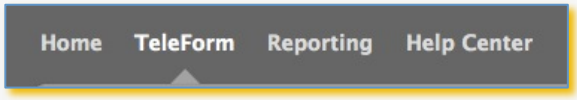
Connect 4 Teachers is a web based application requiring no installation of hardware or software for system use. To access Connect 5 Teachers, simply go to:

https://teacher.blackboardconnect.com/signin/

You will be able to easily log into the system directly from the home page.



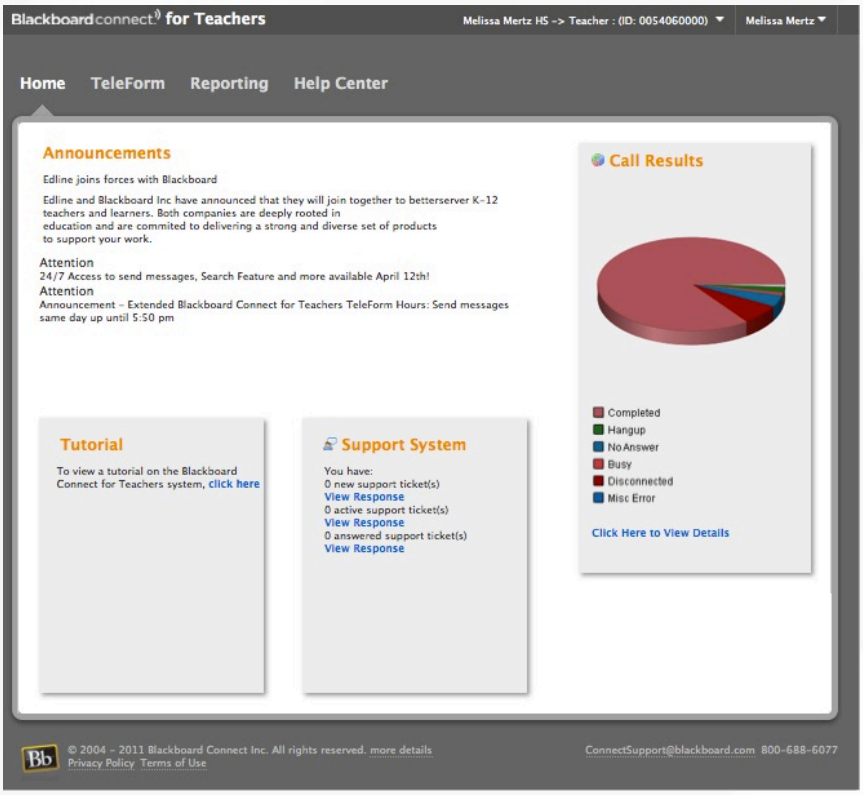
Navigating Connect 4 Teachers



Use the **Tabs,** located at the top of every page in Connect 4 Teachers, to access to all of your message tools in just a few simple clicks.

The Home Page

The **Home** page is the first screen you see when you log into Connect 4 Teachers. From this page, you can access all of the tools at your disposal.


Blackboard connect for Teachers
Melissa Mertz HS -> Teacher : (ID: 0054060000)
Melissa Mertz
Home
TeleForm
Reporting
Help Center
Announcements
Edline joins forces with Blackboard
Edline and Blackboard Inc have announced that they will join together to betterserver K-12 teachers and learners. Both companies are deeply rooted in education and are commited to delivering a strong and diverse set of products to support your work.
Attention
24/7 Access to send messages, Search Feature and more available April 12th!
Attention
Announcement – Extended Blackboard Connect for Teachers TeleForm Hours: Send messages same day up until 5:50 pm
Call Results
Completed
Hangup
No Answer
Busy
Disconnected
Misc Error
Click Here to View Details
Tutorial
To view a tutorial on the Blackboard Connect for Teachers system, click here
Support System
You have:
0 new support ticket(s)
View Response
0 active support ticket(s)
View Response
0 answered support ticket(s)
View Response
© 2004 – 2011 Blackboard Connect Inc. All rights reserved. more details
Privacy Policy Terms of Use
ConnectSupport@blackboard.com 800-688-6077

Announcements

View announcements and updates from Blackboard Connect and view the Call Results of the previous night's delivery and quick links to your Client Care Support Tickets you have opened using the HELP CENTER tab in your Connect for Teacher's account.

Support System

Get updated on the recent support tickets you've opened in the **Help** tab and view the status of each ticket right from your screen.

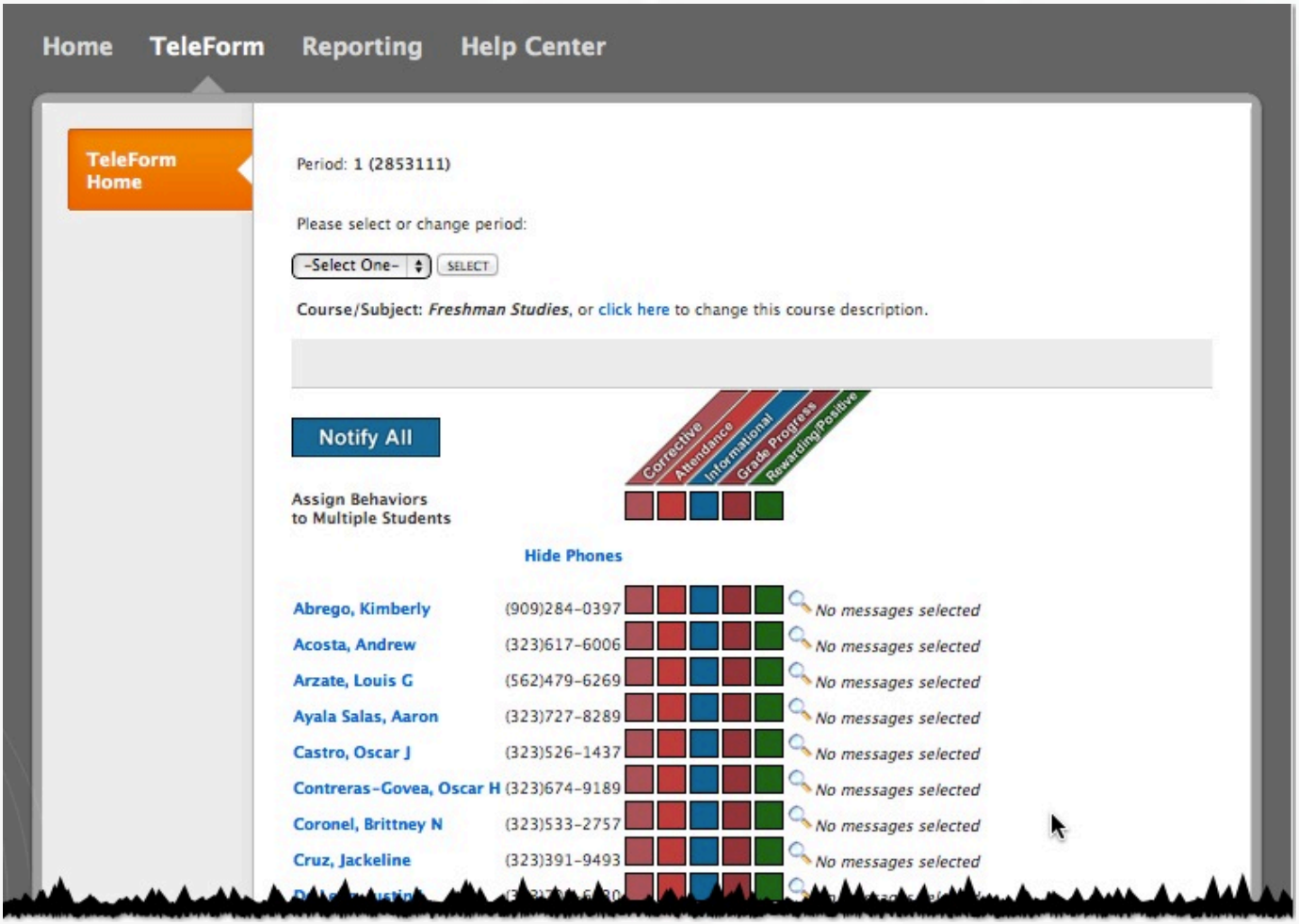
Call Results

Access the statistics from your last delivery time using an easy to read, color-coded chart.

The TeleForm Page

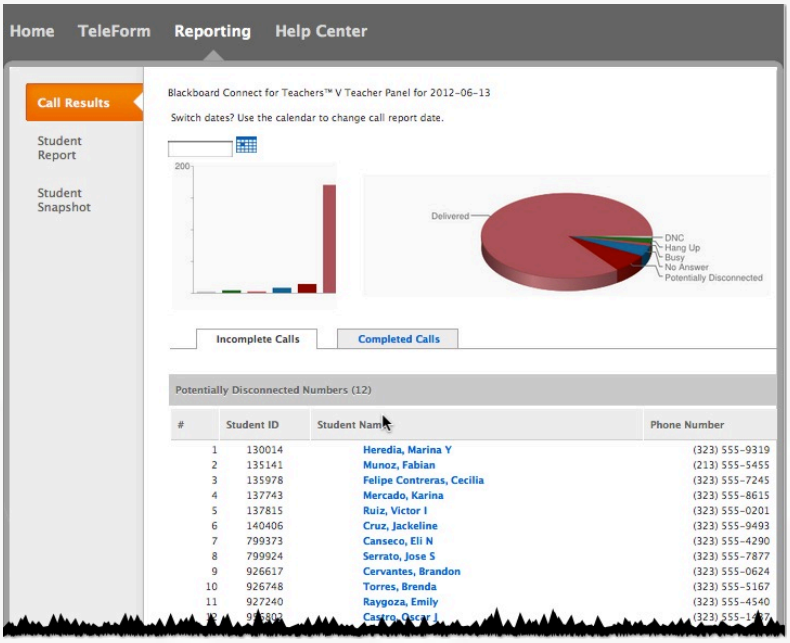
The TeleForm page is the primary tool used in Connect 4 Teachers. It is where teachers go to view student rosters by period and select messages that they want to send home to an individual or group of students. Teachers can select any period they wish at the top of the page.

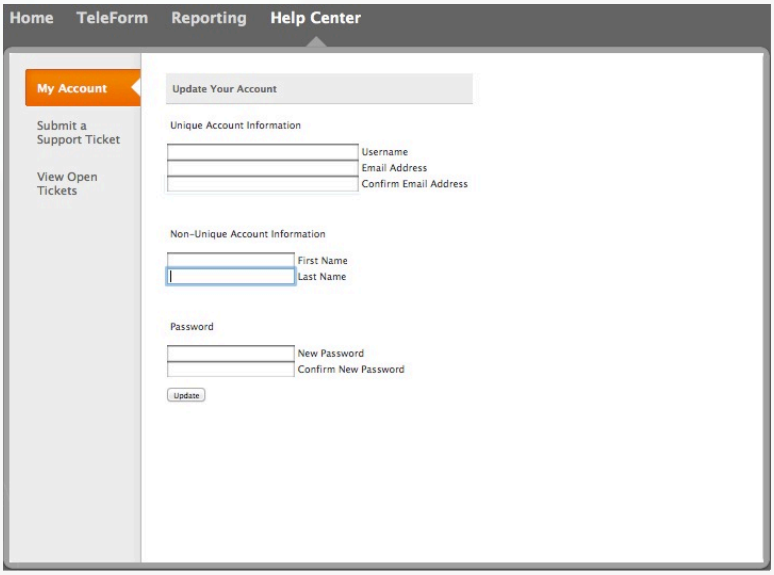
Once in your selected period, you can send messages one of three ways: individually, all at once, or to a specific group of students in the class. That evening, phone calls will be placed to the parents communicating your selected messages in their home language.



Reporting

The Reporting tab allows you to view a number of different reports. Including all SSM messages that have been sent to any of your students within any specified time period, messages sent by class, and call statistics for any day in which you have sent messages to parents.


Home
TeleForm
Reporting
Help Center
Call Results
Student Report
Student Snapshot
Blackboard Connect for Teachers™ V Teacher Panel for 2012-06-13
Switch dates? Use the calendar to change call report date.
Delivered
DNC
Hang Up
Busy
No Answer
Potentially Disconnected
Incomplete Calls
Completed Calls
Potentially Disconnected Numbers (12)
Student ID Student Name Phone Number
1 130014 Heredia, Marina Y (323) 555-9319
2 135141 Munoz, Fabian (213) 555-5455
3 135978 Felipe Contreras, Cecilia (323) 555-7245
4 137743 Mercado, Karina (323) 555-8615
5 137815 Ruiz, Victor I (323) 555-0201
6 140406 Cruz, Jackeline (323) 555-9493
7 799373 Canseco, Eli N (323) 555-4290
8 799924 Serrato, Jose S (323) 555-7877
9 926617 Cervantes, Brandon (323) 555-0624
10 926748 Torres, Brenda (323) 555-5167
11 927240 Raygoza, Emily (323) 555-4540



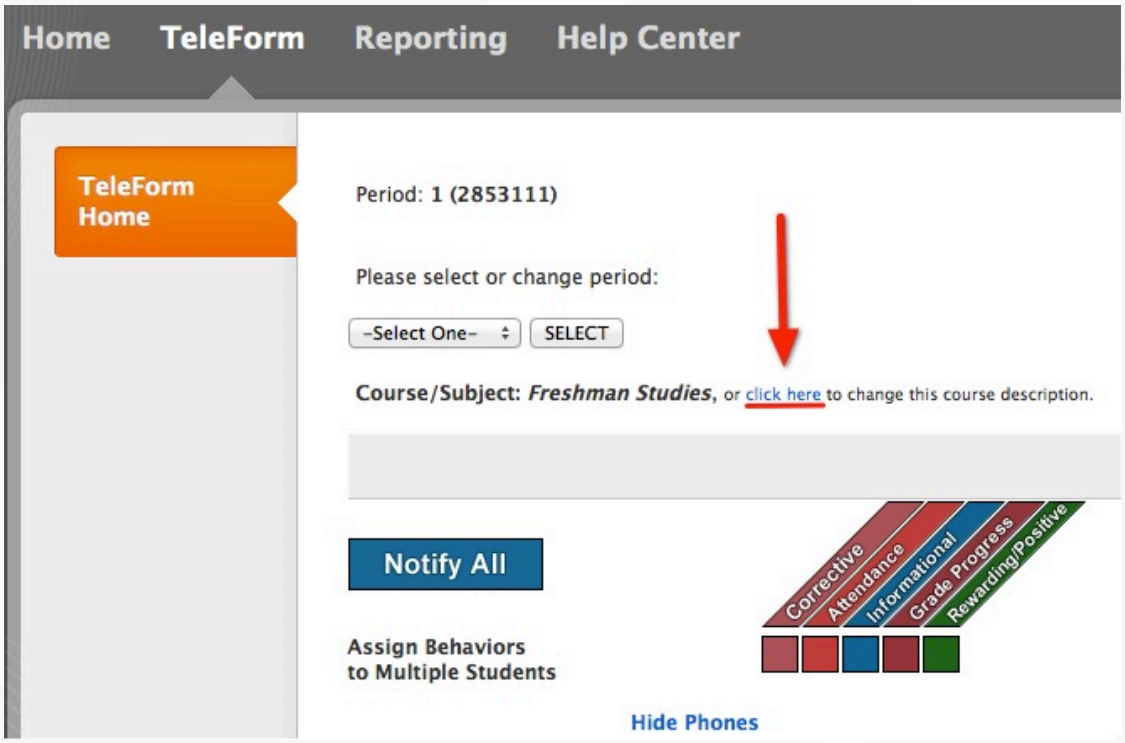
The Help Center

Allows you to access various online support functions. From here, you can submit a support ticket and/or send requests for new messages and course names to be added into our system. You will also receive responses from your tickets through the Help Center

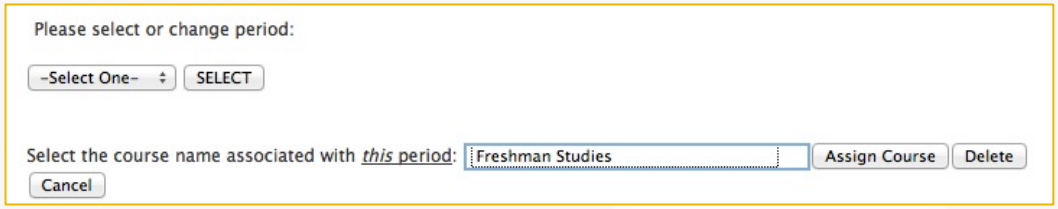
Assigning Course Titles

This is an optional feature where you can change the name of your course or subject. Providing names for your courses (such as English 1A, or Algebra 3) will customize your messages with the title you provided. If you do not provide a name for a class, the system will simply use "Period 1" or "Period 2" instead of a class name.

To update or modify your Course Name, use the hyperlink located below the PERIOD DROP DOWN MENU. This link will open a drop-down menu with the available titles for your class.



Select a new name for your class and click the **Assign Course** button located next to the next to the drop down menu.



Message Libraries

There are 5 color-coded boxes to the right of each student's name. Each color represents a specific category of messages.

Click the corresponding box to access that category's message library.

Corrective Contains messages reporting specific instances of poor behavior or performance on that day. Examples include “did not turn in a required homework assignment”, “was talkative or disruptive in class”, and “was assigned detention.”

Attendance Contains messages reporting instances of absence or tardiness. Examples include “was not present in class and needs to complete makeup work” and “arrived unexcused late to class.”

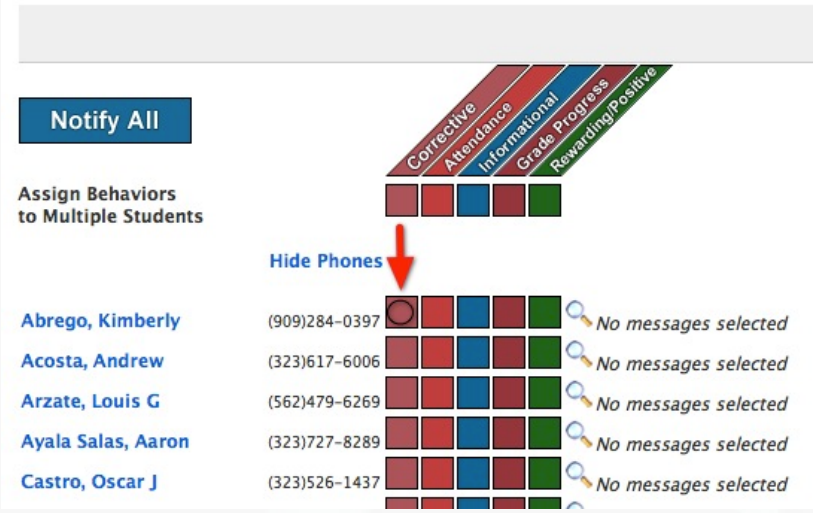
NOTE: The Attendance Message Library is not needed if your school uses Connect 4 Teachers SMART Attendance service, which automates the sending of attendance, calls by integrating with your School SIS database.

Informational Contains messages reporting class related information such as upcoming tests, assignments due, or activities. Examples include “has a homework assignment due tomorrow” and “must study for tomorrow's test.” Also contains messages reporting information being sent home, such as “has paperwork that requires a parent's signature.”

Grade Progress Contains messages reporting the current grade progress of a student or grades received on a recent test or assignment. Examples include “received an A on an assignment”, “received an F on a test or quiz”, and “is currently in danger of failing.”

Rewarding / Positive Contains messages reporting specific instances of good behavior or performance in class. Examples include “was a pleasure to have in class” and “demonstrated excellent behavior.” Also contains messages reporting improvement in performance , such as “demonstrated improvement in effort.” The use of positive messages has proven to be powerful in effecting good behavior and providing students with positive reinforcement.

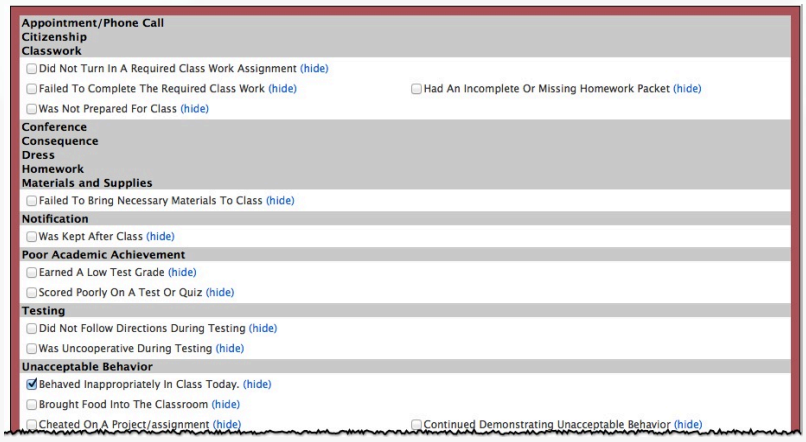
Sending Messages to Individual Students



To send a message to an individual student, simply locate on the student's name that you want to send a message to and click a color-coded comment type next to the Student's name.

Clicking the color-coded block will open the Messages page that will display all available messages for the Message Type you selected. Each message is grouped by type. Additionally, you can use the search field at the top of the screen to search for messages.

When you find the message you want to send, simply click the checkbox next to the message (or messages) you'd like to send.


Appointment/Phone Call
Citizenship
Classwork
Did Not Turn In A Required Class Work Assignment (hide)
Failed To Complete The Required Class Work (hide)
Had An Incomplete Or Missing Homework Packet (hide)
Was Not Prepared For Class (hide)
Conference
Consequence
Dress
Homework
Materials and Supplies
Failed To Bring Necessary Materials To Class (hide)
Notification
Was Kept After Class (hide)
Poor Academic Achievement
Earned A Low Test Grade (hide)
Scored Poorly On A Test Or Quiz (hide)
Testing
Did Not Follow Directions During Testing (hide)
Was Uncooperative During Testing (hide)
Unacceptable Behavior
Behaved Inappropriately In Class Today. (hide)
Brought Food Into The Classroom (hide)
Cheated On A Project/assignment (hide)
Continued Demonstrating Unacceptable Behavior (hide)

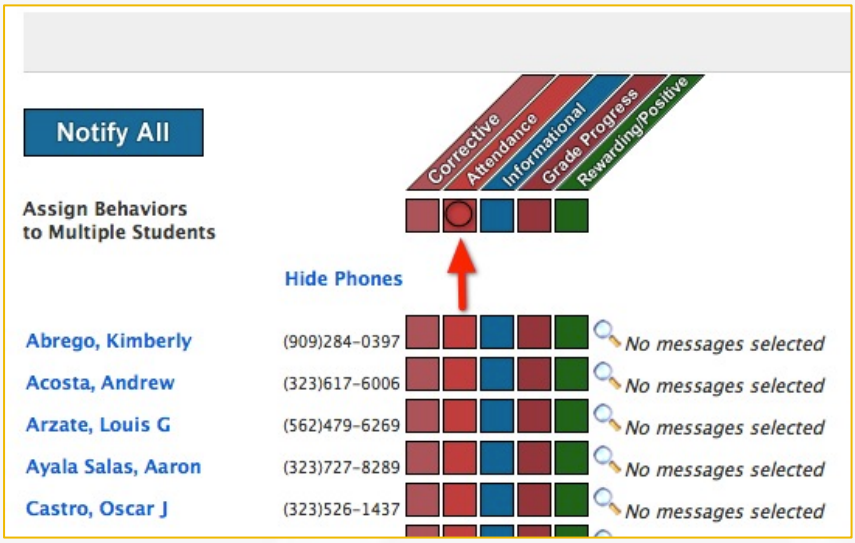
For example, let's say our student, Kimberly, was disruptive in class and requires a corrective message type to be sent to her parents.

Simply click the Red box under "Corrective" and next to Kimberly's name.

When you are done, click **Save** to save your changes and be re-directed back to the TeleForm page.

Once you click **Save**, your message will be added Connect 4 Teachers system and will be delivered in the evenings.

Sending Messages to Multiple Students



Users can assign messages in any category to a group of students simultaneously. Just above your student roster at the top of the page lies a row that is dedicated to this functionality. By clicking a category next to the "Assign Behaviors to Multiple Students" entry, you can access that message library, along with your list of students to select.

Clicking the color-coded block will open the Messages page. This page will display all available messages for the Message Type you selected. Simply choose your message you want to send and select the student's who you want to send the message to from the scrollable window on the right.

Assign these messages to more than one student
You have 31 hidden messages in this message group (Attendance).
To un-hide, click here
Save
Cancel
Back
Attendance
Arrived Late (hide)
Has 1 Or More Cuts In Class (hide)
Has 3 Or More Cuts In Class (hide)
Has Been Late To Class Five Or More Times (hide)
Has Been Late To Class Three Or More Times (hide)
Has His/her 1st Tardy (hide)
Has His/her 2nd Tardy (hide)
Has His/her 3rd Tardy (hide)
Has His/her 4th Tardy (hide)
Has His/her 5th Tardy (hide)
Is Habitually Tardy (hide)
Needs To Clear Absence (hide)
Shows As Having Five Or More Absences (hide)
Shows As Having Three Or More Absences (hide)
Was Absent (hide)
Was Tardy (hide)
Was Truant From Class (hide)
Select Multiple Students
You can now select multiple students for the behavior(s) checked to the left. To select more than one student, hold the control[CTRL] key down while selecting students (for Mac users, use 'Command + Click'). The student, is automatically included.
Abrego, Kimberly
Acosta, Andrew
Arzate, Louis G
Ayala Salas, Aaron
Castro, Oscar J
Contreras-Govea, Oscar H
Coronel, Brittney N
Cruz, Jackeline
De Leon, Justin I
Diaz, Gracielita
Gonzalez, Ismael J
Heredia, Marina Y

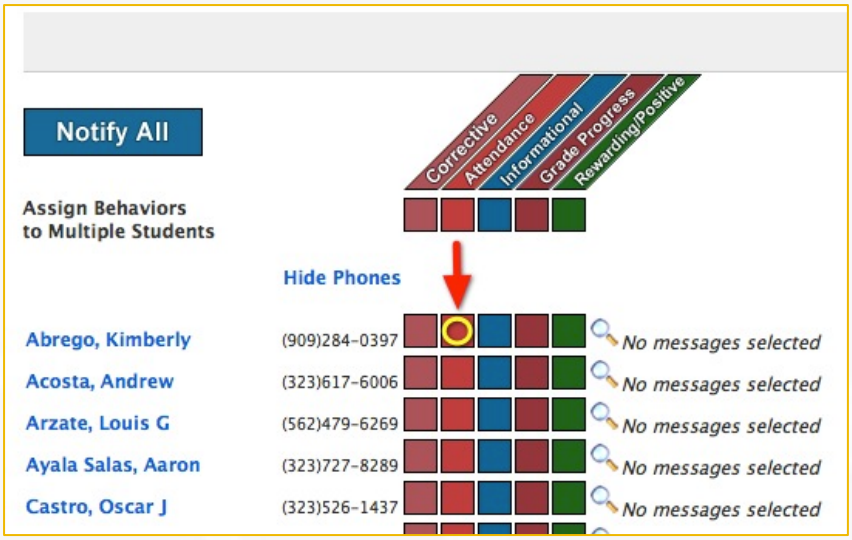
When you are done, click **Save** to save your changes and be re-directed back to the TeleForm page. Your message will be added Connect 4 Teachers system and will be delivered in the evenings and will appear to the right of the student's entry on the TELEFORM page.

Removing Students from a Message

If you need to remove a student from a message, click color-coded message type box next to the student you want to remove.

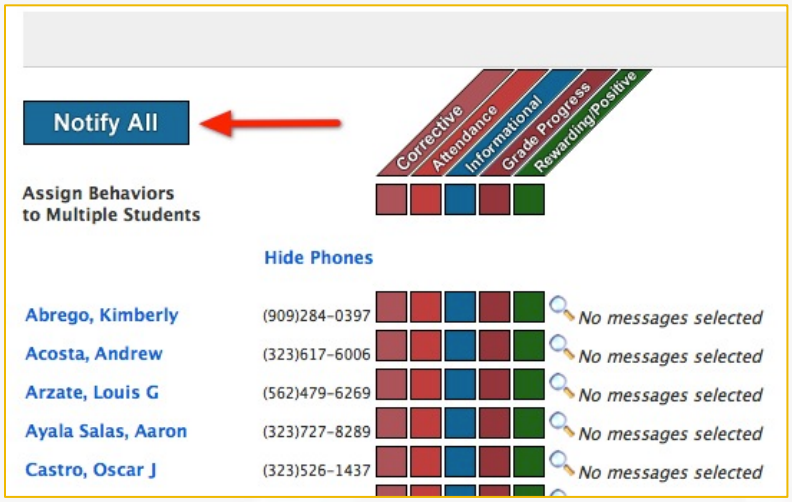
This will reopen the message page. Deselect the checkbox next to the message and click **Save.**

Your student will be removed from the delivery list.



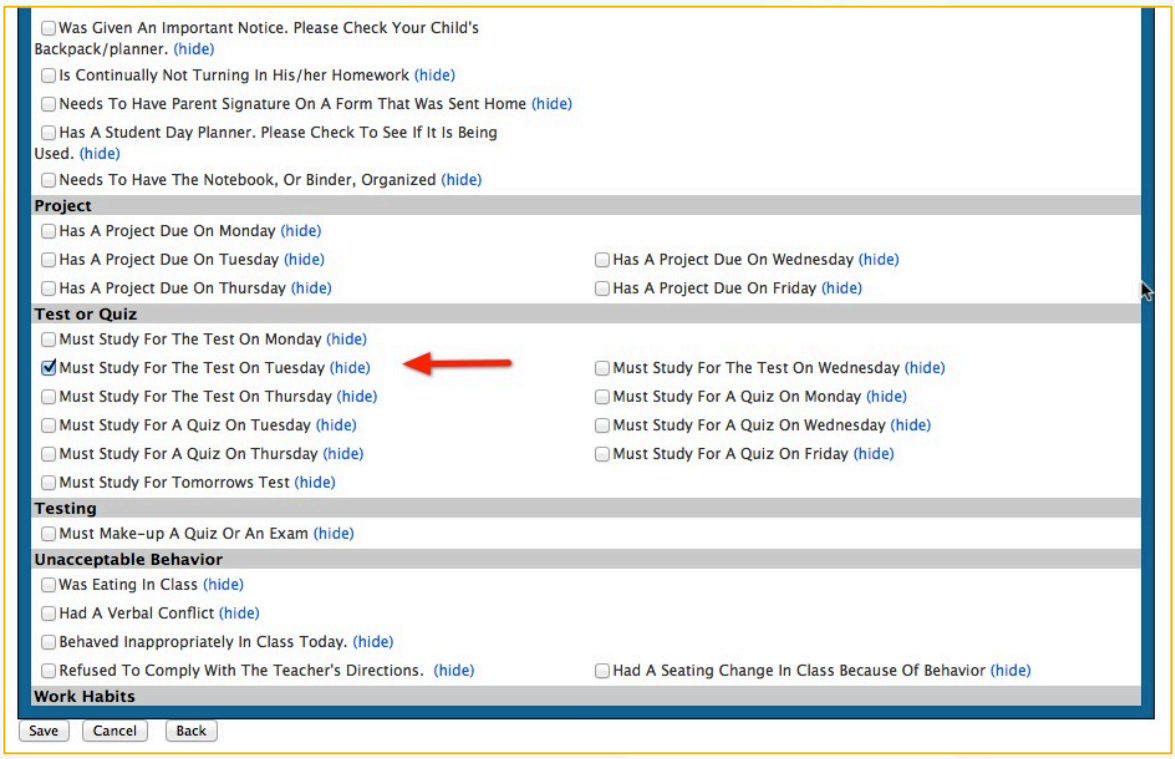
Sending Messages to your Class

The **Notify All** tool allows you to send messages to your entire class roster simultaneously. This tool is ideal to announce upcoming tests, assignments, projects due, and information being sent home with your students.



Click the Notify All button to access a variety of messages that you can send to parents. Connect 4 Teachers will add all of your students to the message and open Message page where you can select your message.

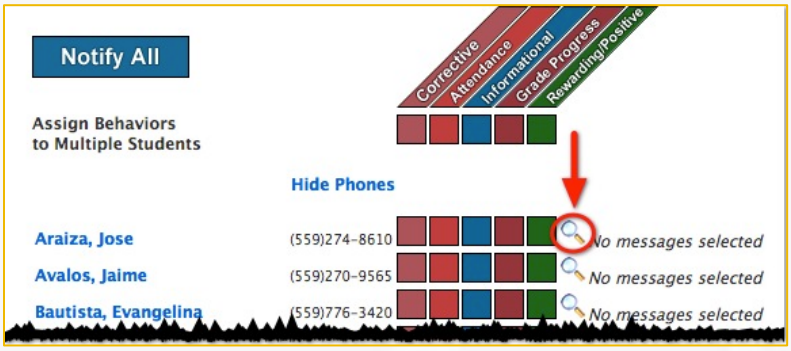
Locate the message you want to send, or use the search field to locate a specific message, and click the checkbox next to it.


Was Given An Important Notice. Please Check Your Child's Backpack/planner. (hide)
Is Continually Not Turning In His/her Homework (hide)
Needs To Have Parent Signature On A Form That Was Sent Home (hide)
Has A Student Day Planner. Please Check To See If It Is Being Used. (hide)
Needs To Have The Notebook, Or Binder, Organized (hide)
Project
Has A Project Due On Monday (hide)
Has A Project Due On Tuesday (hide)
Has A Project Due On Wednesday (hide)
Has A Project Due On Thursday (hide)
Has A Project Due On Friday (hide)
Test or Quiz
Must Study For The Test On Monday (hide)
Must Study For The Test On Tuesday (hide)
Must Study For The Test On Wednesday (hide)
Must Study For The Test On Thursday (hide)
Must Study For A Quiz On Monday (hide)
Must Study For A Quiz On Tuesday (hide)
Must Study For A Quiz On Wednesday (hide)
Must Study For A Quiz On Thursday (hide)
Must Study For A Quiz On Friday (hide)
Must Study For Tomorrows Test (hide)
Testing
Must Make-up A Quiz Or An Exam (hide)
Unacceptable Behavior
Was Eating In Class (hide)
Had A Verbal Conflict (hide)
Behaved Inappropriately In Class Today. (hide)
Refused To Comply With The Teacher's Directions. (hide)
Had A Seating Change In Class Because Of Behavior (hide)
Work Habits
Save
Cancel
Back

When you are done, click **Save** to save your changes and be re-directed back to the TeleForm page. You will notice that the message you have selected now appears to the right of all of your student's entries on the TELEFORM page.

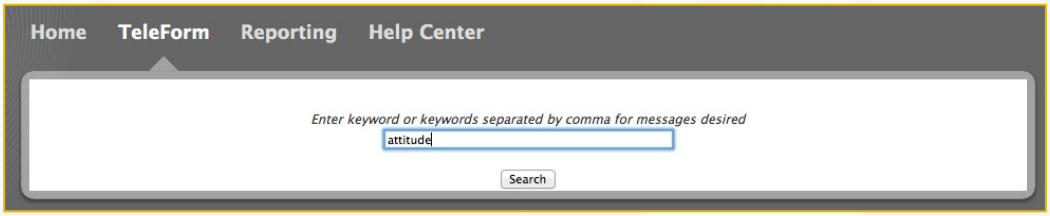
Searching Messages

Connect 4 Teachers offers an intuitive search feature that allows you to look up specific messages by typing in keywords into a search field. You can use the Message Search function from the Connect 4 Teacher's page or within a message library.

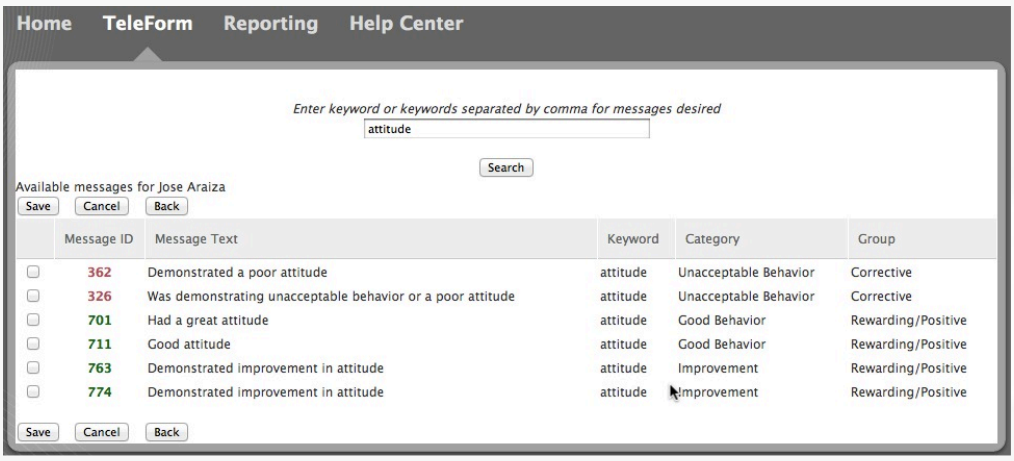


To search for messages, click the Magnifying Glass icon next to the color-coded message categories to search for a specific message regarding your student.

Type the keyword in the text box and click the **Search** button.



Connect 4 Teachers will display the results of your search in a new window. Locate the exact message you want to send from the results list and click the checkbox next to the message you want to use for your student and click the **Save** button. The message will be scheduled for delivery to your student during the next available delivery time.

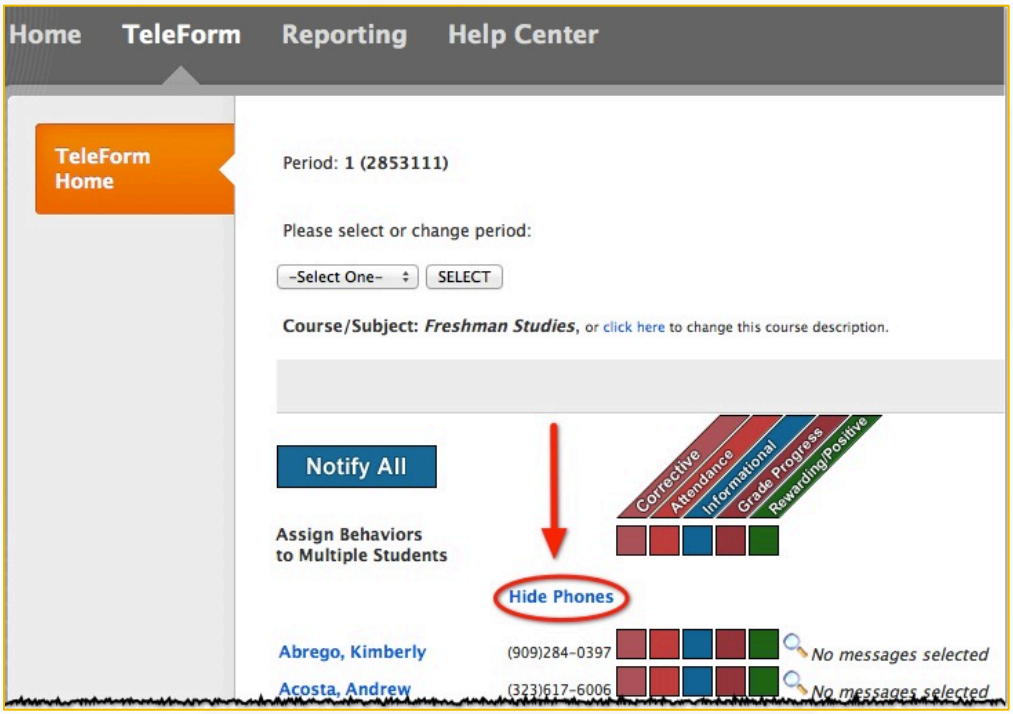


TIP!

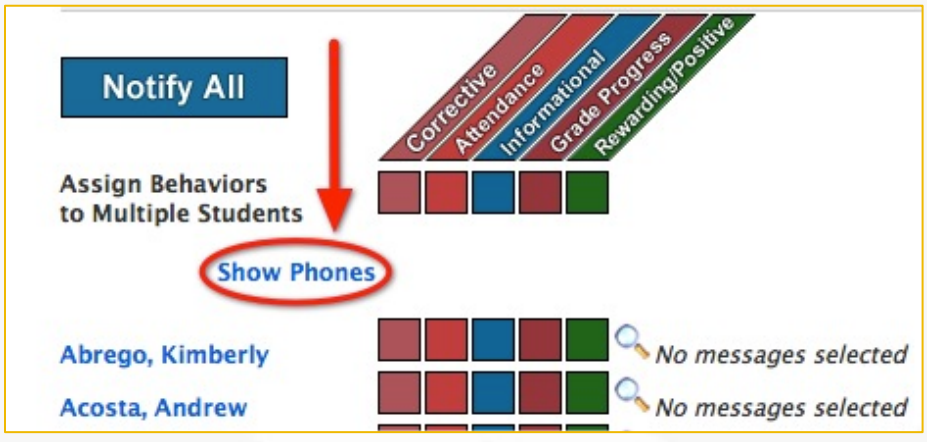
You can also use the message search tool within any message library. A text box to search by a keyword exists above the messages.

Hiding Student Phone Numbers

You have the option of hiding student and parent phone numbers on the TeleForm screen. To hide these numbers, simple click the Hide Phones link located atop the phone number column.



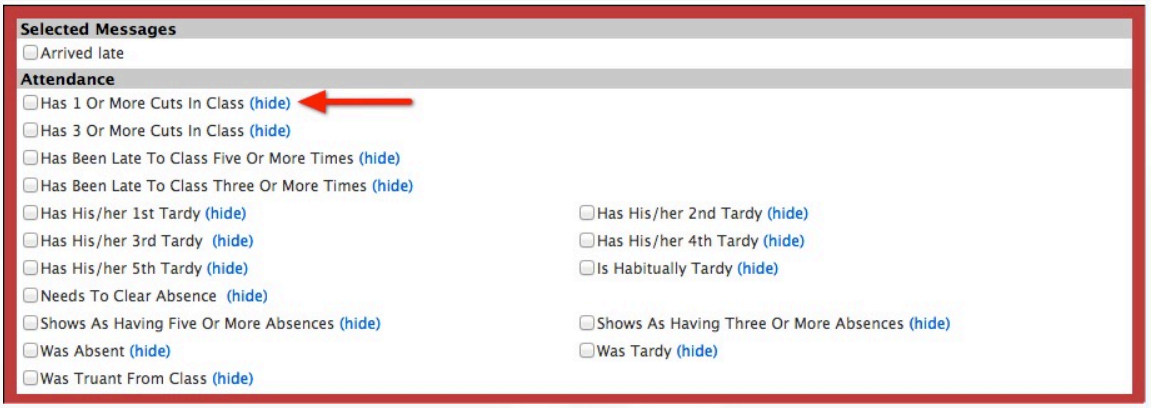
To view your phone numbers again, click the Show Phones link.



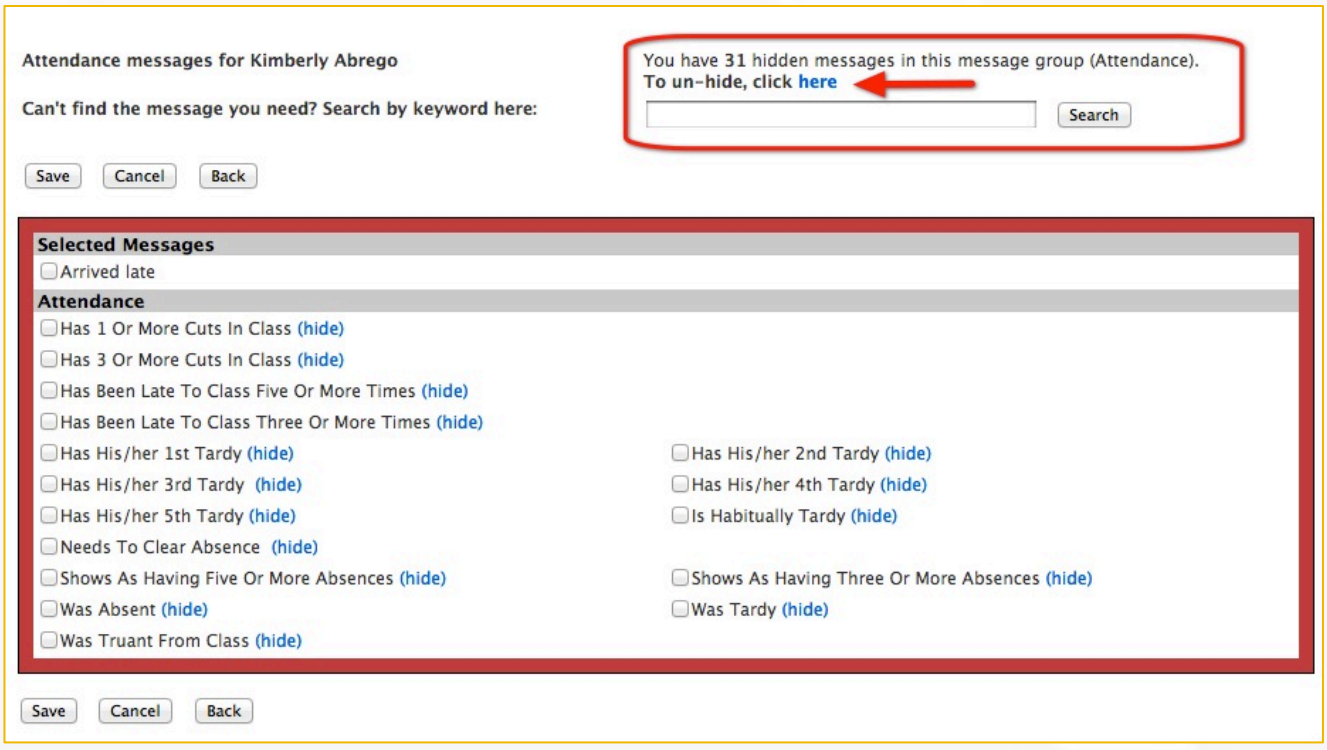
Hiding and Showing Messages

Blackboard Connect 4 Teachers has over 12,000 comments stored in the system for you to quickly send to parents. To help make your message sending experience simpler, you can hide messages your school doesn't use so you can get to the messages that you use, faster.

To hide messages, click the **Hide** link next to any comment you don't want to see.


Selected Messages
Arrived late
Attendance
Has 1 Or More Cuts In Class (hide)
Has 3 Or More Cuts In Class (hide)
Has Been Late To Class Five Or More Times (hide)
Has Been Late To Class Three Or More Times (hide)
Has His/her 1st Tardy (hide)
Has His/her 2nd Tardy (hide)
Has His/her 3rd Tardy (hide)
Has His/her 4th Tardy (hide)
Has His/her 5th Tardy (hide)
Is Habitually Tardy (hide)
Needs To Clear Absence (hide)
Shows As Having Five Or More Absences (hide)
Shows As Having Three Or More Absences (hide)
Was Absent (hide)
Was Tardy (hide)
Was Truant From Class (hide)

You can access these messages later by clicking the link located in the upper right corner of the message screen. This will open a new page that will display your hidden messages. To unhide a message, simply select the message you want to unhide and click the **Un-Hide** button located at the bottom of that screen.


Attendance messages for Kimberly Abrego
You have 31 hidden messages in this message group (Attendance).
To un-hide, click here
Can't find the message you need? Search by keyword here:
Search
Save
Cancel
Back
Selected Messages
Arrived late
Attendance
Has 1 Or More Cuts In Class (hide)
Has 3 Or More Cuts In Class (hide)
Has Been Late To Class Five Or More Times (hide)
Has Been Late To Class Three Or More Times (hide)
Has His/her 1st Tardy (hide)
Has His/her 2nd Tardy (hide)
Has His/her 3rd Tardy (hide)
Has His/her 4th Tardy (hide)
Has His/her 5th Tardy (hide)
Is Habitually Tardy (hide)
Needs To Clear Absence (hide)
Shows As Having Five Or More Absences (hide)
Shows As Having Three Or More Absences (hide)
Was Absent (hide)
Was Tardy (hide)
Was Truant From Class (hide)
Save
Cancel
Back

Call Scheduling

All messages go out between **6pm and 9pm** (local time), Monday through Friday. This allows ample time for all your messages to be delivered during a convenient time of day.

Due to the delivery time window, teachers will not be able to send messages after ***5:50pm*****,** or 10 minutes before the messages begin to go out.

Additionally, the **TeleForm** tab will not be accessible to Teachers between 5:50pm – 6pm.

After Hours

Connect 4 Teacher now allows teachers message access after hours. After 6:00pm, teachers can login and select messages for their students, although not all messages available during regular hours will be accessible.

Any message selected after 6pm will be sent out *the evening of the next business day*. Messages sent after 6pm on Friday thru Sunday will be sent out on Monday evening.

Call Retries

It is not rare for phone numbers to be disconnected or busy during the message delivery window. To maximize the chances of your recipients getting your message, Connect 4 Teachers performs retries for calls that were not answered or busy.

The number of retries is dependent on how many calls are scheduled to go out on any specific evening. For example, if on Tuesday your school sends out 50 messages and only five are not answered, Connect 4 Teachers will continue trying those five numbers until 9pm or until the call is answered.

However, if you're school is sending out a large number of calls or if the system receives a high number of unanswerable calls, the number of call retries the system makes may be limited during this delivery window.

Calls that were not delivered will be marked call report, which you can access from the Reports tab.

Changing Call Times

You can adjust the call delivery time for your institution to better fit the schedules of your recipients. However, only the closing hour can be adjusted. For example, you can change your auto-send time to 6pm -8pm but cannot change to 7pm – 9pm.

Languages

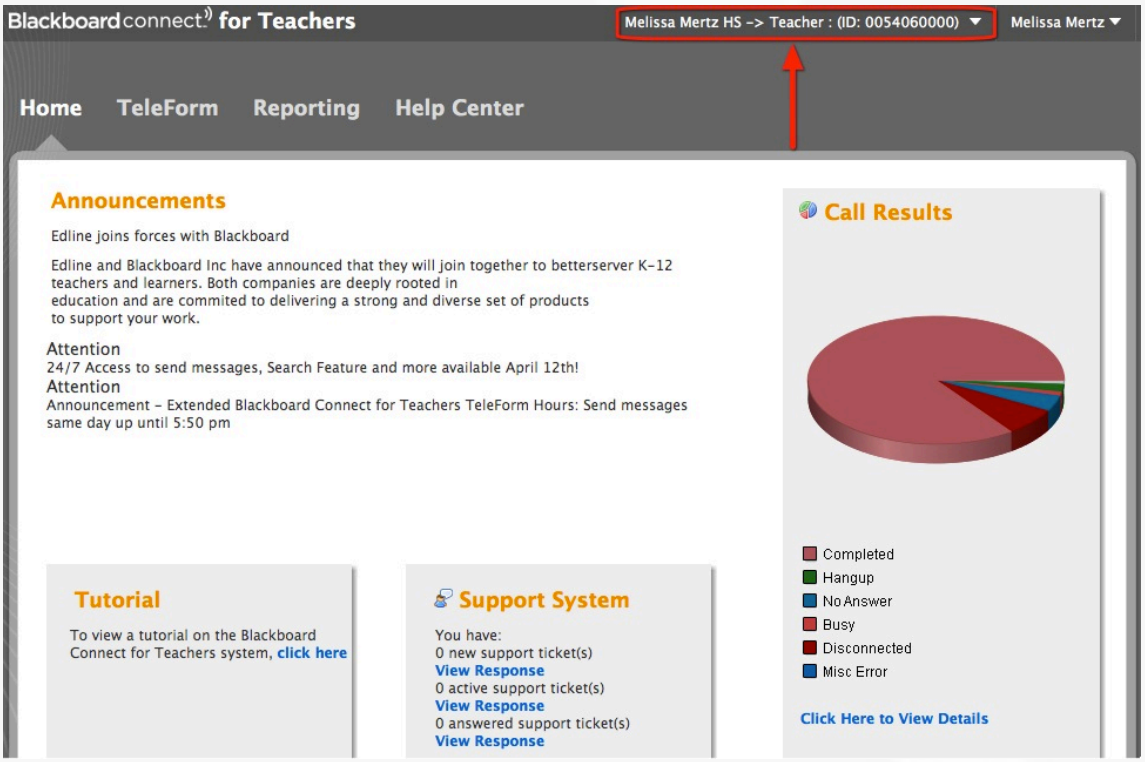
Messages in Connect 4 Teachers have been translated and recorded in 23 languages so you can send your messages to multi-lingual households without having to translate.

The languages that are currently supported are:

Arabic	Farsi	Korean	Russian	Ukrainian
Armenian	Haitian Creole	Lao	Somali	Urdu
Cantonese	Hindi	Mandarin	Spanish	Vietnamese
Eastern Armenian	Hmong	Portuguese	Tagalog	
English	Khmer	Punjabi	Thai	

TEACHING AT MULITPLE SITES

If you teach at two or more sites, you can use the drop-down menu in the top right corner of your screen. Simply click this menu and select the school you want to switch to.

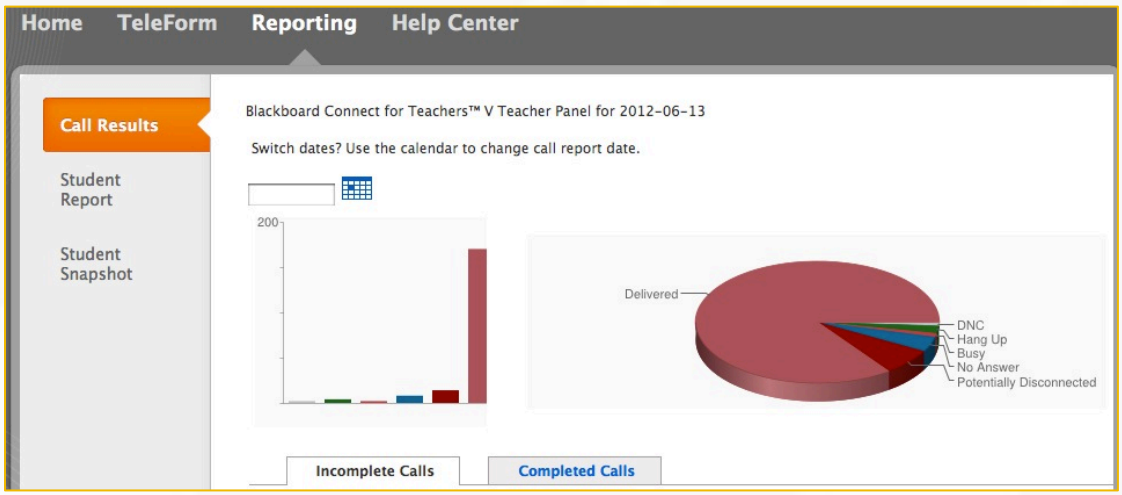

Blackboard connect for Teachers
Melissa Mertz HS -> Teacher : (ID: 0054060000)
Melissa Mertz
Home
TeleForm
Reporting
Help Center
Announcements
Edline joins forces with Blackboard
Edline and Blackboard Inc have announced that they will join together to betterserver K-12 teachers and learners. Both companies are deeply rooted in education and are commited to delivering a strong and diverse set of products to support your work.
Attention
24/7 Access to send messages, Search Feature and more available April 12th!
Attention
Announcement - Extended Blackboard Connect for Teachers TeleForm Hours: Send messages same day up until 5:50 pm
Call Results
Completed
Hangup
No Answer
Busy
Disconnected
Misc Error
Click Here to View Details
Tutorial
To view a tutorial on the Blackboard Connect for Teachers system, click here
Support System
You have:
0 new support ticket(s)
View Response
0 active support ticket(s)
View Response
0 answered support ticket(s)
View Response

REPORTING

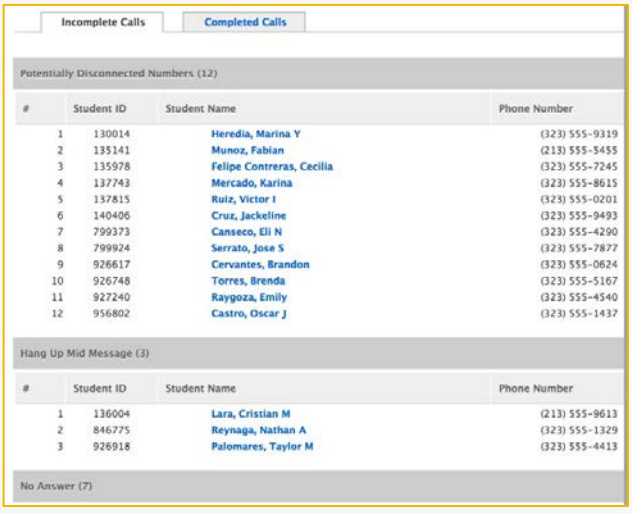
You can view reports on all delivered messages for any student or you can view a snapshot of a class on any given day. These reporting capabilities are available using the **Reports** tab located at the top of the screen.

CALL RESULTS

As the default screen, you will see the summary of your call results as soon as you open the Reporting tab. The report you see will show the last message delivery (previous night) and graph out a summary of that calls that were successfully received, potential disconnects, calls not answered, etc.



Scroll down on this screen to view the details of this report. Here, you will see each student who received messages from the prior day or a day you specify and group them per call disposition (disconnected, hang up, etc).


Incomplete Calls
Completed Calls
Potentially Disconnected Numbers (12)
Student ID Student Name Phone Number
1 130014 Heredia, Marina Y (323) 555-9319
2 135141 Munoz, Fabian (213) 555-5455
3 135978 Felipe Contreras, Cecilia (323) 555-7245
4 137743 Mercado, Karina (323) 555-8615
5 137815 Ruiz, Victor I (323) 555-0201
6 140406 Cruz, Jackeline (323) 555-9493
7 799373 Canseco, Eli N (323) 555-4290
8 799924 Serrato, Jose S (323) 555-7877
9 926617 Cervantes, Brandon (323) 555-0624
10 926748 Torres, Brenda (323) 555-5167
11 927240 Raygoza, Emily (323) 555-4540
12 956802 Castro, Oscar J (323) 555-1437
Hang Up Mid Message (3)
Student ID Student Name Phone Number
1 136004 Lara, Cristian M (213) 555-9613
2 846775 Reynaga, Nathan A (323) 555-1329
3 926918 Palomares, Taylor M (323) 555-4413
No Answer (7)

Incomplete Call types include Hangups (including mid message hangups), No Answer, Busy, *Disconnected*, and *Miscellaneous Error*.

STUDENT REPORTS

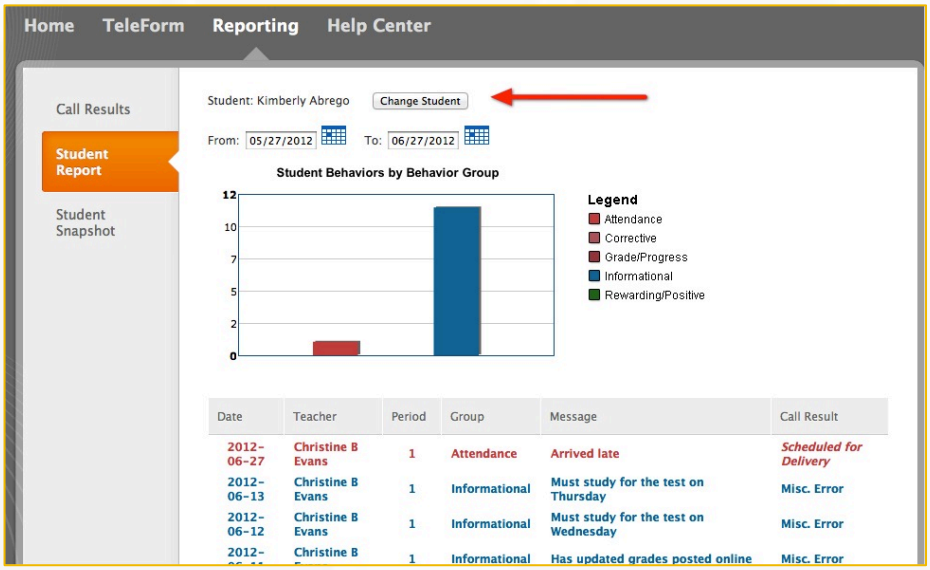
Student Reports can be access by using the Student Report found under the Reporting tab. This report shows you a breakdown of all the messages an individual student has received.

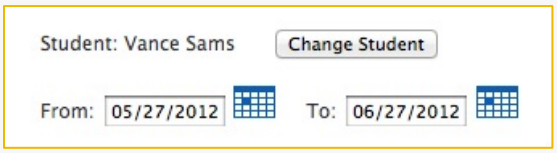
To view messages from a specific student, simply open the Reporting Tab at the top of the page and select Student Report on the left side navigation bar.

To choose a student to view, click the **Change Student** button located at the top of the page and a new student from the on-screen list.

This report will show all the calls that have been delivered to the student's household in the last 30 days by default. However, Connect 4 Teachers will store your messages for up to 2 years.

You can view past reports by using the **From:** and **To:** fields at the top of the screen.



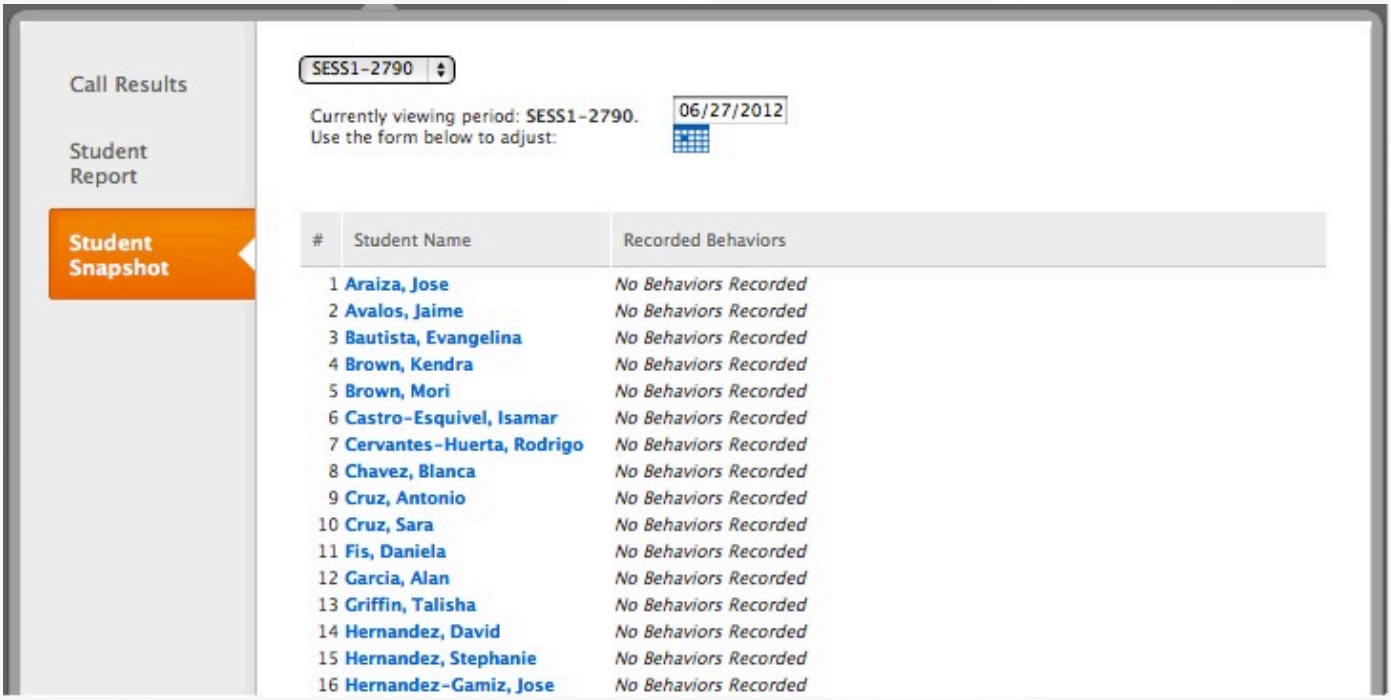


You can also access this page by clicking the individual student name in the Completed or Uncompleted tabs of the *Call Results* page.

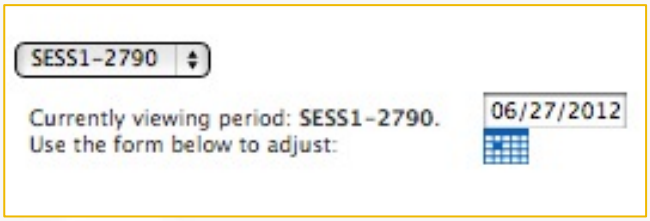
STUDENT REPORTS

The Student Snapshot Report is a quick and easy way to look at your students in a particular class and see which messages have been delivered to them on a specific date.

When you open this report, you will see the statistics for the current day (reflecting from the previous delivery). Message(s) that were assigned to a student will appear under the **Recorded Behaviors** column in the report. If no messages were sent, this field will read: *No Behaviors Recorded.*


Call Results
Student Report
Student Snapshot
SESS1-2790
Currently viewing period: SESS1-2790.
Use the form below to adjust:
06/27/2012
Student Name Recorded Behaviors
1 Araiza, Jose No Behaviors Recorded
2 Avalos, Jaime No Behaviors Recorded
3 Bautista, Evangelina No Behaviors Recorded
4 Brown, Kendra No Behaviors Recorded
5 Brown, Mori No Behaviors Recorded
6 Castro-Esquivel, Isamar No Behaviors Recorded
7 Cervantes-Huerta, Rodrigo No Behaviors Recorded
8 Chavez, Blanca No Behaviors Recorded
9 Cruz, Antonio No Behaviors Recorded
10 Cruz, Sara No Behaviors Recorded
11 Fis, Daniela No Behaviors Recorded
12 Garcia, Alan No Behaviors Recorded
13 Griffin, Talisha No Behaviors Recorded
14 Hernandez, David No Behaviors Recorded
15 Hernandez, Stephanie No Behaviors Recorded
16 Hernandez-Gamiz, Jose No Behaviors Recorded

You can select which period or class you'd like to view by using the drop down menu located at the top of the screen. To view a different date, use the icon to select a new date or type a date into the field above the calendar icon.



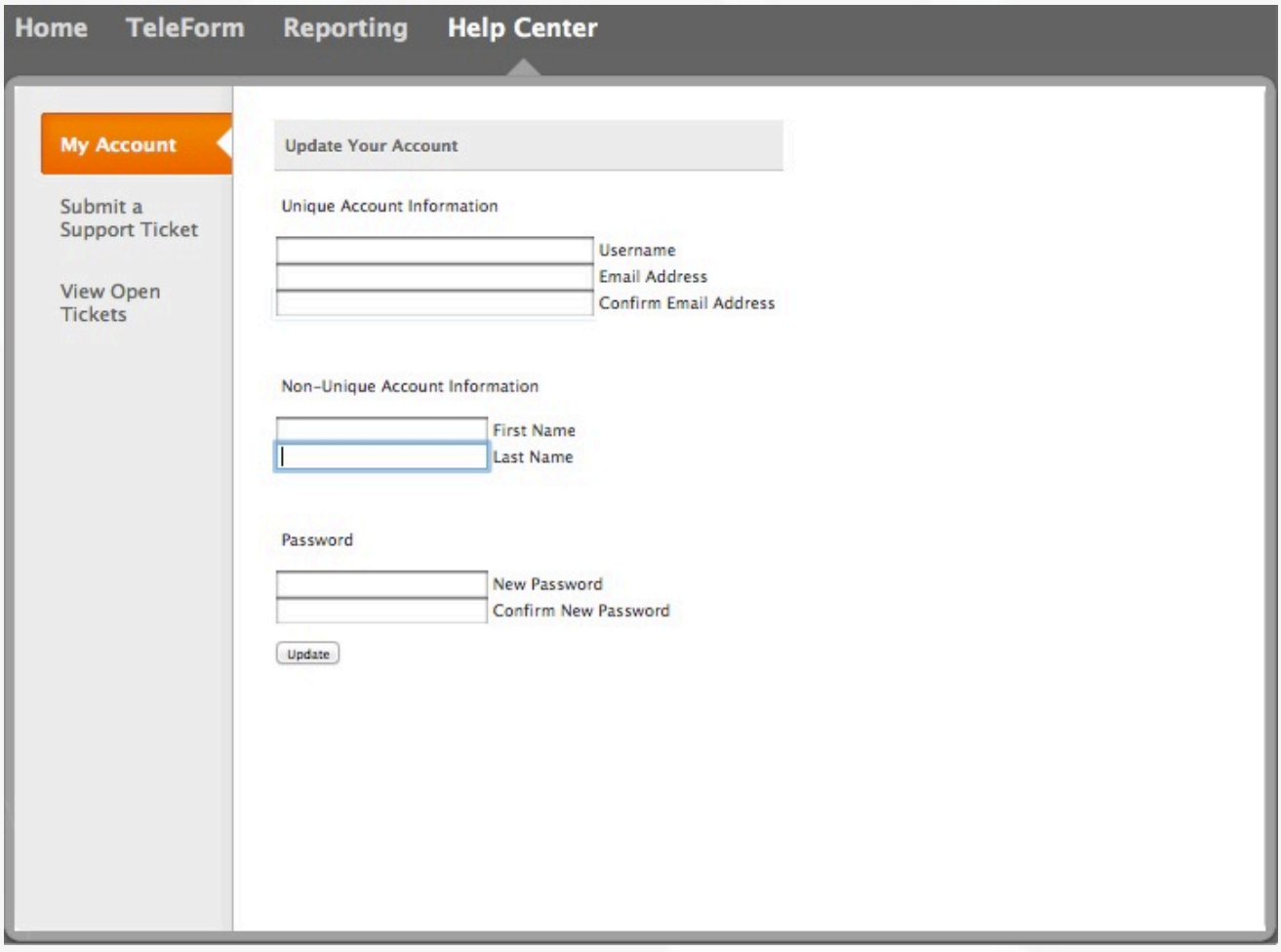
HELP CENTER

If you need assistance or need to open a support ticket, click the Help Center Tab located at the top of every page in Connect 4 Teachers. From this page you can change your username, email, and password or you can create a support ticket and a Blackboard Client Care Representative will contact you within 2 business days.

My Account: Updating your Information and Password

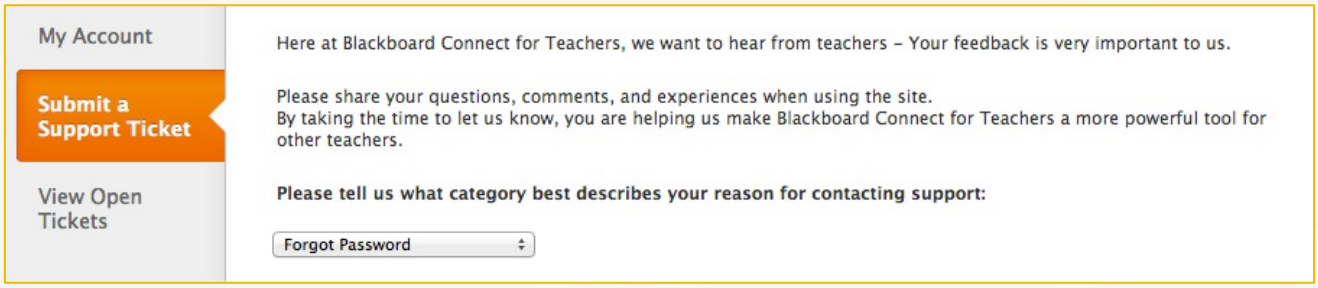
You can change your account information, such as your name, username, email address, and password from the **My Account** page in the Help Center tab.

Simply make the changes you want to make and click the **Update** button at the bottom of the page. If you're changing your password, remember to retype your password in the Confirm New Password field exactly as you typed it in the field above.



Submit a Support Ticket

Need help? Have a suggestion or forgot your password? The **Submit a Support Ticket** section in the Help Center gives you quick access to our Client Care Specialists.


My Account
Submit a Support Ticket
View Open Tickets
Here at Blackboard Connect for Teachers, we want to hear from teachers – Your feedback is very important to us.
Please share your questions, comments, and experiences when using the site.
By taking the time to let us know, you are helping us make Blackboard Connect for Teachers a more powerful tool for other teachers.
Please tell us what category best describes your reason for contacting support:
Forgot Password

To open a ticket, simply open the Help Center Tab and click the Submit a Support Ticket located in the left side navigation bar.

Use the drop-down menu on the screen to select a support category and provide your information and issue in the fields provided.

Once you've submitted your ticket, a Client Care Specialist will contact you within 2 business days.

Contacting Client Care

Available Hours

7:00 AM – 6:00 PM Monday - Friday Additional Online Support 7:00 AM – 6:00 PM Monday - Friday

Phone Support

(800) 688-6077